

Payment Transaction.

Payment transaction information.

Payment instructions will be processed on the same business day if we receive them before the relevant cut-off time on that day. Any payment instructions received after that time will be processed on the next business day.

Our business days are Monday to Friday other than public and Bank Holidays in Scotland, or England and Wales (if in England and Wales).

Payments made in euros from your account to a payee's bank in the European Economic Area (EEA) or in sterling from your account to a payee's bank in the UK, will arrive no later than the next Business Day after the Business Day on which we received your instruction. Instructions made by paper may take an additional day to process. Payments made in sterling to a payee's bank elsewhere in the EEA will arrive no later than the fourth Business Day after the Business Day on which we received your instruction. Any payments made in other EEA currencies to a payee's bank in the EEA, will arrive no later than the fourth Business Day after the Business Day we received your instruction.

Please note that for payments outside the EEA and/or non-EEA currencies different timescales may apply.

The tables that follow show, for each payment type:

- **Cut-off time** – this is the latest time on a business day that we will accept a payment instruction to be processed on that day. We will process any payment instructions received after the cut-off time on the next business day.
- **Additional processing days** – this is the number of business days that the payment will take to reach the payee's bank (excluding the processing day). Where the payee's bank will receive the funds on the same day we process your instruction – this is indicated by 'Same day.'

We cannot guarantee that the payee's bank will make the funds available to their customer on the day that they receive the payment.

Outbound domestic payments.

| Payment type | Currency | Cut-off time | Additional processing days |
|---|----------------------|----------------------------|----------------------------|
| CHAPS | GBP | 15:00 | Same day |
| Bulk Payments (via Internet Banking) | GBP | 17:30* | One day |
| BACS Direct (multiple) via Corporate Online | GBP | 17:00* | Same day |
| Single BACS | GBP | 17:00* | Same day |
| Transfers to other accounts held with Bank of Scotland | GBP | 22:00 | Same day |
| Transfers to other accounts held with Bank of Scotland (via Corporate Online) | GBP | 17:00 | Same day |
| Transfers to other accounts held with Bank of Scotland | Transaction currency | 15:00 (16:00 in branch) | Same day |
| Transfers to other accounts held with Bank of Scotland (via Corporate Online) | Transaction currency | 17:00 | Same day |
| Faster Payments (via Telephone Banking) | GBP | 22:00 | One day |
| Faster Payments (via Internet Banking) | GBP | 22:00† | One day |
| Faster Payments (via Corporate Online) | GBP | 15:15 | Same day |
| Draft | GBP | 17:00 | Same day |

Please note that a standing order will take 24 hours to set up. This only relates to the first payment.

If the payment instruction is made by paper, for example, bank forms or letter, then it may take up to two days after the date of receipt for the payee's bank to receive the payment.

Inbound domestic payments.

Payments received by the following times on a business day will be credited to your account that day.

| Payment type | Cut-off time |
|--|-----------------|
| Credit card repayment – in Bank of Scotland branch | 16:00 |
| Inbound via BACS | 06:00 |
| Inbound CHAPS | 17:00 |
| Inbound Faster Payment | 17:00‡ |
| Inbound sterling credit from another account with Bank of Scotland | As for outbound |

*Two days before payment is due.

†Payment requests that exceed the transaction limit communicated within Internet Banking will be processed on the following Business Day.

‡In some circumstances we may be able to process this payment type up until 22:00.

International payments.

Unless otherwise agreed, we will use exchange rates set by us for foreign exchange transactions. We may change our exchange rates at any time and without notice to you. Such changes to an exchange rate will be applied immediately. You can obtain details of our exchange rates by telephoning **0845 300 0268** or such other number as we advise from time to time.

The tables that follow show, for each payment type or each currency:

- **Cut-off time** – This is the latest time on a business day that we will accept a payment instruction to be processed on that day. We will process any payment instructions received after the cut-off time on the next business day.
- **Additional processing days** – this is the minimum number of business days that the payment will take to reach the payee's bank (excluding the processing day). Where the payee's bank will receive the funds on the same day we process your instruction, this is indicated by 'Same day.'

We cannot guarantee that the payee's bank will make the funds available to their customer on the day that they receive the payment.

Outbound international payments.

| | Currency | Cut-off time | Additional processing days |
|-----------------------------------|----------|--------------|----------------------------|
| International drafts | | 14:00 | One day |
| SEPA euro | EUR | 14:00 | One day* |
| Express international payment | EUR | 16:00 | Same day* |
| Other outbound currency payments† | EUR | 11:45 | Same day* |
| | AED | 12:00 | One day |
| | AUD | 12:00 | One day |
| | BBD | 12:00 | Two days |
| | BHD | 12:00 | Two days |
| | CAD | 12:00 | Same day |
| | CHF | 15:45 | One day |
| | CZK | 12:00 | Two days |
| | DKK | 15:00 | One day |
| | HKD | 12:00 | One day |
| | HUF | 12:00 | Two days |
| | ILS | 16:00 | Two days |

*If the payment instruction is made by paper, then it may take up to two days after the date of receipt for the payee's bank to receive the payment.

†Please ask for details when making an outbound international payment at a Bank of Scotland branch as they may be subject to different cut-off times.

Other outbound currency payments† (continued)

| Currency | Cut-off time | Additional processing days |
|------------------------|--------------|----------------------------|
| INR | 12:00 | Two days |
| ISK | 12:00 | Three days |
| JOD | 12:00 | Two days |
| JPY | 15:00 | One day |
| KES | 12:00 | Two days |
| KWD | 12:00 | Two days |
| MAD | 12:00 | Three days |
| MUR | 12:00 | Two days |
| MXN | 12:00 | Two days |
| NOK | 15:00 | One day |
| NZD | 12:00 | One day |
| OMR | 12:00 | Two days |
| PLN | 12:00 | Two days |
| SAR | 12:00 | Two days |
| SEK | 15:00 | One day |
| SGD | 12:00 | One day |
| SKK | 16:00 | One day |
| THB | 12:00 | Two days |
| TND | 12:00 | Two days |
| TRY | 16:00 | Two days |
| TTD | 12:00 | Two days |
| TZS | 12:00 | Three days |
| USD (New York) | 15:00 | Same day |
| USD (outside New York) | 13:45 | Same day |
| XCD | 12:00 | Two days |
| ZAR | 12:00 | One day |
| ZWD | 12:00 | Two days |

†Please ask for details when making an outbound international payment at a Bank of Scotland branch as they may be subject to different cut-off times.

Inbound international payments – when credited to beneficiary’s account.

Inbound international payments

| Currency | Cut-off time | Additional processing days |
|----------|--------------|----------------------------|
| EUR | 11:45 | Same day |
| AED | 12:45 | One day |
| AUD | 15:45 | One day |
| BBD | 17:00 | Two days |
| BHD | 17:00 | Two days |
| CAD | 15:45 | Same day |
| CHF | 11:45 | Same day |
| CZK | 17:00 | One day |
| DKK | 11:45 | Same day |
| HKD | 12:45 | One day |
| HUF | 17:00 | One day |
| ILS | 17:00 | Two days |
| INR | 17:00 | Two days |
| ISK | 17:00 | One day |
| JOD | 17:00 | Two days |
| JPY | 15:45 | One day |
| KES | 17:00 | Two days |
| KWD | 17:00 | Two days |
| MAD | 17:00 | Two days |
| MUR | 17:00 | Two days |
| MXN | 17:00 | Two days |
| NOK | 11:45 | Same day |
| NZD | 15:45 | One day |
| OMR | 17:00 | Two days |
| PLN | 17:00 | One day |
| SAR | 12:45 | One day |
| SEK | 11:45 | Same day |
| SGD | 12:45 | One day |
| SKK | 17:00 | One day |

Inbound international payments (continued)

| Currency | Cut-off time | Additional processing days |
|------------------------|--------------|----------------------------|
| THB | 17:00 | Two days |
| TND | 17:00 | Two days |
| TRY | 17:00 | Two days |
| TTD | 17:00 | Two days |
| TZS | 17:00 | Two days |
| USD (New York) | 15:00 | Same day |
| USD (outside New York) | 14:00 | Same day |
| XCD | 17:00 | Two days |
| ZAR | 15:45 | One day |
| ZWD | 17:00 | Two days |

Some channels and services may operate different cut-off times. Please refer to service specific literature for more information.

Our service promise.

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures are published at bankofscotlandbusiness.co.uk/contactus

Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.

If you have a hearing or speech impairment you can use Text Relay (previously Typetalk) or if you would prefer to use a Textphone, please feel free to call us on 0845 606 6114 (lines open 7am-8pm, Mon-Fri and 9am-2pm Sat).

bankofscotlandbusiness.co.uk

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

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Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

We subscribe to The Lending Code; copies of the Code can be obtained from www.lendingstandardsboard.org.uk

Bank of Scotland plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service.

(Please note that due to the schemes' eligibility criteria not all Bank of Scotland business customers will be covered by these schemes.)

Information correct as at: November 2013.